

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À :
 Public Safety and Emergency Preparedness
 Canada
 Contracting and Procurement Section
 340 Laurier Avenue West,
 1st Floor Mailroom – **MARKED URGENT**
 Ottawa, Ontario
 K1A 0P8
 Attention: **Denise Desserud**

Question and Answer #4
Question et réponse n° 4

Offer to: Public Safety and Emergency Preparedness Canada

We hereby offer to provide to Canada, as represented by the Minister of Public Safety and Emergency Preparedness Canada, in accordance with the terms and conditions set out herein or attached hereto, the goods, services, and construction detailed herein and on any attached sheets.

Offre au: Ministère de la Sécurité publique et Protection civile Canada

Nous offrons par la présente de fournir au Canada, représenté par le ministre de la Sécurité publique et Protection civile Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici et sur toute feuille ci-annexée.

Comments – Commentaires:

BIDDERS MUST WAIT TO HAVE THEIR PROPOSALS TIME STAMPED IF THEY ARE HAND DELIVERING TO THE MAILROOM

Entrance is on Gloucester at shipping door, behind the building

Instructions: See Herein
Instructions: Voir aux présentes

Vender/Firm Name and Address
Raison sociale et adresse du Fournisseur/de l'entrepreneur

Issuing Office – Bureau de distribution
 Public Safety and Emergency Preparedness
 Canada
 Contracting and Procurement Section
 269 Laurier Avenue West
 13th Floor, Office 13B-37
 Ottawa, Ontario
 K1A 0P8

Title – Sujet Digital Signage Connectivity, Portal Access, Technical Support and Maintenance (InfoTV)	
Solicitation No. – N° de l'invitation 201702161	Date 2016-12-01
Solicitation Closes – L'invitation prend fin At – à 02:00 PM On – le 2016-12-05	Time Zone Fuseau horaire EDT
Delivery Required – Livraison exigée See Herein	
Address Enquiries to: - Adresser toutes questions à: Denise Desserud	
Telephone No. – N° de telephone (613) 990-2614	FAX No. – N° de FAX (613) 954-1871
Destination – of Goods, Services and Construction: Destination – des biens, services et construction: Public Safety Canada 269 Laurier Avenue West, Ottawa, Ontario K1A 0P8	
Security – Sécurité No security provisions	

Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. – N° de telephone Facsimile No. – N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date



QUESTION AND ANSWER #4

Question #1

Annex A Statement of Work.

We understand that monthly service prices must include on-site parts and labor support for the equipment. In order to establish the price of this service, we must be able to estimate the number of breakdowns for each piece of equipment, as well as a break down for each of the 5 years of the contract.

To be able to estimate the number of breakdowns, we need to know for how long each equipment has been operating. Would it be possible for you to provide:

- The model of each of the screens and the number of years each of them have been in use.
- The number of years each media player and cellular router have been in use.

Answer #1

Replacements of screens are not included in the monthly price. Any replacement of screens during the execution of the contract will be considered as a direct expense. The number of years for each media player and cellular router is not available at this time.

Please see amendment 3 of the RFP.

Question #2

In our monthly price, do you want us to include the cost of replacement or on-site repair of the screens including the replaced screen? For example if a screen breaks, we would need to replace it? A screen is worth over \$ 1000 + on-site replacement time. It is likely that all screens will be replaced in the next 5 years. As the contract is 1 year + 4 years of options, it will be very difficult to price this service. Would you agree to remove the replacement equipment from the monthly service price?

Answer #2

Please see amendment 3 of the RFP.